

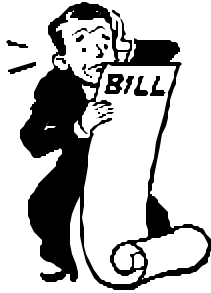
The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

HOW TO FILE A COMPLAINT

Investor-owned electric, natural gas, telecommunications, steam, water and sewer companies are regulated by the Missouri Public Service Commission, and you can make an informal complaint in writing, by telephone or personal appearance to the Commission without the need of legal assistance.

Some Simple Tips To Follow



Do you have a problem with the rates or services of an electric, natural gas, telecommunications, steam, sewer or water utility company in Missouri? Do you have a question about the rules a utility company must follow to provide your service?

You should always try to get information or solve a billing or service problem from your utility company first. If you're not happy with the results, please call the Public Service Commission **(1-800-392-4211)**. You may file a complaint by fax **573-526-1500** or electronically at www.psc.mo.gov/info-con-consumer-service.asp

You can either write the PSC or call its toll-free hotline **(1-800-392-4211)**. When you contact the PSC about your problem or question, the staff will first determine if the PSC regulates the company that provides your service. If not, you will be given advice about other ways you might solve your problem or get answers to your question.

If the PSC regulates your company, a staff member will need to know what you think the utility company has done wrong or has not done and should have done. Your information might include statements such as:

- Billing charges are not correct.
- Can the company charge me a deposit?
- The company shut off my service, or won't give me service.
- The company didn't repair my service properly, or didn't repair my service on the promised date.
- The company isn't connecting my service on the promised date.
- The company won't let me make payments on a past-due bill.

PUBLIC SERVICE COMMISSION

Governor Office Building
200 Madison Street
PO Box 360
Jefferson City, MO 65102-0360
1-800-392-4211

OFFICE OF THE PUBLIC COUNSEL

The state agency representing the interests of residential and small business ratepayers before the Public Service Commission:

Governor Office Building
Suite 650
200 Madison Street
PO Box 2230
Jefferson City, MO 65102
(573) 751-4857

For more information



Created in 1913, the Missouri Public Service Commission (PSC) regulates over 1,000 investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at www.psc.mo.gov

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